

Housing Authority of the City and County of San Francisco  
Solicitation #19-070-RFP-0004  
Postage Meter & Mailing Equipment

# The Housing Authority of the City and County of San Francisco



## **ADDENDUM #1**

Postage Meter & Mailing Equipment

19-070-RFP-0004

December 18, 2018

## **ADDENDUM #1**

Proposers are hereby informed the solicitation is modified, corrected and/or supplemented as follows:

**Deadline:** The deadline to submit a response has been extended to 01/03/19 by 2:00 pm.

### **Questions and Answers:**

1) **QUESTION:** The requirements list on the Scope of Service is for One Mailing Systems. Vendor would like verify that the government is only looking for only One Mailing System.

**ANSWER:** This solicitation is to identify one postage meter & mailing system.

2) **QUESTION:** Vendor would like to request that the consumables be removed from the requirements. Vendor does provide ink cartridge and labels for initial startup. Furthermore is the government looking to procure supplies for the life of the contract? There is a risk of the ink aging and misplacing over a period of five years. The Housing Authorities throughout the country procure ink and labels through the NASPO contract for mailing equipment. Vendor supplies and equipment on NASPO are discounted heavily.

**ANSWER:** Since the solicitation asks for the consumables to be included, your proposal should reflect it accordingly. As for the ink drying up, "aging" or being lost we do not intend to purchase the consumables in bulk as your question eludes to. However, if you would also like to include an alternate Consumables acquisition model, you are welcome to. If this method proved to be more advantageous, we will address accordingly.

3) **QUESTION** Regarding the requirement for a minimum of (5) year warranty on parts and labor, is your expectation that the equipment will be serviced for five years?

**ANSWER:** Yes, the ideal postage meter and mailing system will have a service contract that can be renewed annually for up to a maximum of five (5) years.

**4) QUESTION:** With regard to your requirement for maintenance for the System within four hours when the System is impaired, is your expectation for onsite service within four hours of vendor notification of an issue?

**ANSWER:** The expectation is for the system to be operable 24/7. If the system is inoperable, the contractor must respond within four (4) hours of when the call for service was placed and remedy accordingly.

**5) QUESTION:** Form 2 – Permanent Work Force – should this be filled out with regard to vendor’s local (California) office(s) or vendor’s entire corporation?

**ANSWER:** Ideally, for the information for the entire company is better, but if getting this information for the entire company is too difficult, you must identify you submit corresponds to.

**6) QUESTION:** Vendor requests an extension of five business days to the RFP due date from the date that responses to vendor questions are released.

**ANSWER:** The deadline has been extended to 2:00 PM on 01/03/19.

**7) QUESTION:** The RFP lists the current mail processing equipment (DM1000 meter, address printer, DI950 inserter) however the Scope of Services in the RFP only outlines features for a mail machine. Is SFHA only looking to replace the DM1000 meter and not the address printer and DI950?

**ANSWER:** The solicitation is for both a postage meter and mailing equipment. The scope for the mailing equipment was not specified in order for the offerors to provide a solution that it thinks is best for SFHA’s needs.

**8) QUESTION:** Under 1.3 Scope of Services, Customizable print fields? Is that just the stamp or are you looking to add color graphics on the banner?

**ANSWER:** The customizable print fields are intended to draw the recipient attention to know the parcel may be about something they would otherwise not care about. You should include all options for consideration.

**9) QUESTION:** Under 1.3 Scope of Services, Are the nested and un-nested envelopes in the same batch/jobs?

**ANSWER:** No.

**10) QUESTION:** Under 1.3 Scope of Services, Do you want to export accounting information from the meter or from a desktop/online portal?

**ANSWER:** Possibly both.

**11) QUESTION:** Under 1.3 Scope of Services, you are asking for Service call response within one hour of request during normal business hours. Yet further in that section you state “must provide maintenance for the System within four hours when the System is impaired and within 48 hours for routine maintenance and/or minor problems”. Which service level is required?

**ANSWER:** The response is acknowledgement of the call, i.e. SFAH receives a call/email that the service call has been received. As answered in Question #4 above, remedy is expected within 4 hours of placing the call.

**12) QUESTION:** Due to the complexity of the required response and the responses to questions coming back close to the scheduled deadline, we respectfully request an extension of the due date to Thursday, 1/4/2019 @ 2:00pm

**ANSWER:** The deadline has been extended to 2:00 PM on 01/03/19.

**Failure to acknowledge this addendum in your proposal may cause for proposal rejection.**

**Please acknowledge this addendum by signing below and including this addendum in your submission package.**

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Signature

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Date